

---

**BASIC LOCAL EXCHANGE SERVICE****TABLE OF CONTENTS**

	<b><u>Page</u></b>	
<b>3.1</b>	<b>2</b>	<b><u>GENERAL</u></b>
<b>3.2</b>	<b>3</b>	<b><u>MONTHLY EXCHANGE RATES</u></b>
3.2.1		Flat Rate Service
3.2.2		Local Exceptions
3.2.3		Local Calling Areas
3.2.4		Exchange Mileage Charges
<b>3.4</b>	<b>12</b>	<b><u>EMPLOYEE TELEPHONE SERVICE</u></b>
3.4.1		General
3.4.2		Rates
<b>3.5</b>	<b>13</b>	<b><u>EXCHANGE SERVICE AREA</u></b>
<b>3.6</b>	<b>14</b>	<b><u>VERIFICATION AND EMERGENCY INTERRUPT SERVICE</u></b>
<b>3.7</b>	<b>15</b>	<b><u>LIFELINE PROGRAM</u></b>
3.7.1		General
3.7.2		Eligibility and Certification Requirements
3.7.3		Restrictions
3.7.4		Recertification
3.7.5		Credit and Collection
3.7.6		Service Connection Charges
<b>3.8</b>	<b>21</b>	<b><u>DIRECT INWARD DIALING</u></b>
3.8.1		General
3.8.2		Rates and Charges
<b>3.9</b>	<b>22</b>	<b><u>DIRECTORY ASSISTANCE</u></b>
3.9.1		Concurrence Statement for Directory Assistance
<b>3.10</b>	<b>23</b>	<b><u>LOCAL OPERATOR ASSISTANCE</u></b>
3.10.1		Concurrence Statement for Local Operator Assistance

(C)

---

**BASIC LOCAL EXCHANGE SERVICE****3.7 LIFELINE PROGRAM****3.7.1 General**

- A. Lifeline Assistance is a non-transferable retail service offering for which qualifying low-income subscribers pay reduced charges, as provided for below. Lifeline Assistance enables eligible subscribers to pay reduced charges for voice telephony service that includes the following services: voice-grade access to the public switched network; local usage; access to emergency services; and toll limitation. (C)
- B. The Lifeline credit available to an eligible customer in South Carolina is equal to the total of federal support as established by the Federal Communications Commission and state support as established by the Public Service Commission of South Carolina. The amount of credit will not exceed the charge for local service, which includes the access line, the Subscriber Line Charge and local usage. (C)
- C. The Company shall apply the baseline payments received by the administrator of the federal Lifeline Assistance program to waive the qualifying customer's federal End-User Common Line Charge. The Company shall apply any additional federal support amount to the qualifying customer's basic local exchange service rate. (N)
- D. The Lifeline Program reduction to voice telephony service shall apply only to residential service. Qualifying customers must subscribe to a generally available residential service plan or package that includes voice telephony service that is made available in the Company's service area. (C) (T)
- E. Partial payments that are received from Lifeline customers shall first be applied to voice telephony charges and then to any outstanding charges for additional services. (N)
- F. Nothing in this Section shall prohibit a customer who is otherwise eligible for the Lifeline Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications services. (T)
- G. The Lifeline Program rate reduction does not apply to Service Connection Charges. (T)
- H. The Lifeline Program rate will not be available on a retroactive basis. (T)

**BASIC LOCAL EXCHANGE SERVICE**

**3.7 LIFELINE PROGRAM (Cont'd)**

**3.7.2 Eligibility and Certification Requirements**

- A. Subscribers are eligible for Lifeline Assistance if:
1. The subscriber's household income is at or below 135 percent of the Federal Poverty Guidelines, or
  2. The subscriber, or one or more of the subscriber's dependents or the subscriber's household, receives benefits from at least one of the following qualifying programs:  
  
Medicaid;  
Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps;  
Supplemental Security Income (SSI);  
Federal Public Housing Assistance;  
Low-Income Home Energy Assistance Program (LIHEAP);  
National School Lunch Program's free lunch program;  
Temporary Assistance for Needy Families (TANF).
  3. Other eligibility requirements may be established by the Commission.
- B. Each subscriber to Lifeline Assistance must provide documentation of income-based or program-based eligibility and certify in writing to the Company, under penalty of perjury, that s/he receives benefits under a program outlined in paragraph A. above, and must on that same document, agree to notify the Company if s/he ceases to participate in the program(s) or to meet income eligibility requirements. The certification form shall conform to the requirements described herein, and shall be made available upon request to any subscriber. The Company shall retain all such subscriber certifications in order to furnish proof of subscriber eligibility as may be required from time to time by Universal Service administrators.
- C. A subscriber may elect at the time of subscription to Lifeline Assistance to receive toll limitation as part of Lifeline Assistance. "Toll limitation" is a service that allows a subscriber to elect not to allow the completion of outgoing toll calls from the subscriber's residence.

**BASIC LOCAL EXCHANGE SERVICE**

**3.7 LIFELINE PROGRAM (Cont'd)**

(D)

(D)

---

**Issued: May 24, 2012**  
**BY: President**

**Effective: June 1, 2012**

**BASIC LOCAL EXCHANGE SERVICE**

**3.7 LIFELINE PROGRAM (Cont'd)**

(D)

(D)

---

**Issued: May 24, 2012**  
**BY: President**

**Effective: June 1, 2012**

**BASIC LOCAL EXCHANGE SERVICE**

**3.7 LIFELINE PROGRAM (Cont'd)**

**3.7.3 Restrictions**

- A. Only one Lifeline Assistance credit is available per household. (C)

**3.7.4 Recertification**

- A. Customers must recertify on an annual basis that they continue to qualify for the discounted service.

**3.7.5 Credit and Collection**

- A. Credit References

The credit verification procedures used for all applicants who apply for service with the Cooperative will also be used for applicants who apply for service under the Lifeline Program.

- B. Deposits

The Company may not collect a service deposit in order to initiate Lifeline Assistance if the qualifying low-income subscriber voluntarily elects toll blocking from the Company, where available or if the qualifying low-income subscriber elects a calling plan that does not distinguish between toll and non-toll calls in its pricing. If toll blocking is unavailable, then the Company may charge a service deposit.

(C)  
|  
(C)